From: The Dixon's
To: Microsoft ATR
Date: 1/7/02 7:40pm
Subject: Antitrust Case

I switched to Windows ME this year from MAC OS. The ME OS product is riddled with problems. I had hoped that the Win ME platform was as stable as Win 98 rel 2. It is not. Windows XP does not hold much promise either. PC World Magazine has had several articles concerning the bugs in XP. If any other manufacturer sold a product with as many defects as Microsoft, the would be sued out of existence or run out of the market place by poor sales. Internet Explorer 6.0 is full of security bugs.

There is little choice in certain business applications when it comes to an OS. The strong tie between Microsoft OS and networking and applications lends itself to monopolistic practices. For example - Where can I get MS Office XP for a Linux platform? Where can I get a MAC version of AutoCAD? There is not a strong effort for compatibility across OS platforms. Ask Jobs what it took to get a current MS Office Suite for MAC OSX.

Microsoft has a major PR problem. If my ME system worked well I would not be as upset. Microsoft dictates upgrades through compatibility and support issues. At work, we have 2 years on the Win 2000 OS before support ends and we are forced to upgrade. My 5 year old MAC did not give me as much trouble in five years as this system (ME) did in the first 5 minutes. If MS products worked I would have less complaints. The image of Microsoft is upgrade and it will resolve itself. I have a new computer with a half baked operating system. To fix it is time consuming as well as full of conflicting options on how to resolve it. I started with a DOS 2.1 PC. I am not a first timer. I went MAC to find a stable platform. When the system works it can be good. Follow the release bugs on the systems and applications. Not impressive. Also not competitive.

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